

CHILD & ADOLESCENT MENTAL HEALTH DIVISION CONSUMER SURVEY FY 2019

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Child &
Adolescent
Mental
Health
Division



Background

- Part of federal requirement of Center for Behavioral Health Statistics & Quality (CBHSQ) contract
- Conduct and report on Youth Services Survey for Families (YSS-F)
- CAMHD's only system-wide, standardized method of obtaining feedback from families

Method

- Sampling
 - Clients registered on a particular day in May 2019
 - Distribution period from June to September 2019
 - Care Coordinators distributed to all potential respondents and helped explain purpose of survey (i.e., added a “personal touch”)
- Data Collected
 - 2 pages (38 items)
- Incentive
 - \$5 gift card

Method

Survey Topic Areas

YSS-F Domains	Description
Cultural Sensitivity	Staff sensitive to cultural/ethnic background Staff respected caregiver/family's beliefs
Treatment Participation	Caregiver helped to choose services and goals, and participated in treatment
Access	Location and time of services
Social Connectedness	Caregiver has support at time of crisis Caregiver feels listened to and understood
Overall Program Assessment	Overall satisfaction with services to child
Outcomes/Functioning	Child gets along better with friends & family Child better at coping, handling daily life Child shows improvement in school and work

Method

Additional Survey Topic Areas

- Communication with Care Coordinator
 - Frequency of contact
 - Keeping family informed and obtaining feedback
- Timeliness
 - Number of days before therapy services provided
- Parent Partners
 - Offered Parent Partner services
- Help Your Keiki Website
 - Access to website
- Information Access

RESULTS

Overall Response Rate

Percent of Surveys
Returned

What do we see? Response rate has increased slightly since last year.

31

33

2018

2019

2018

2019

Estimated Surveys Distributed

506

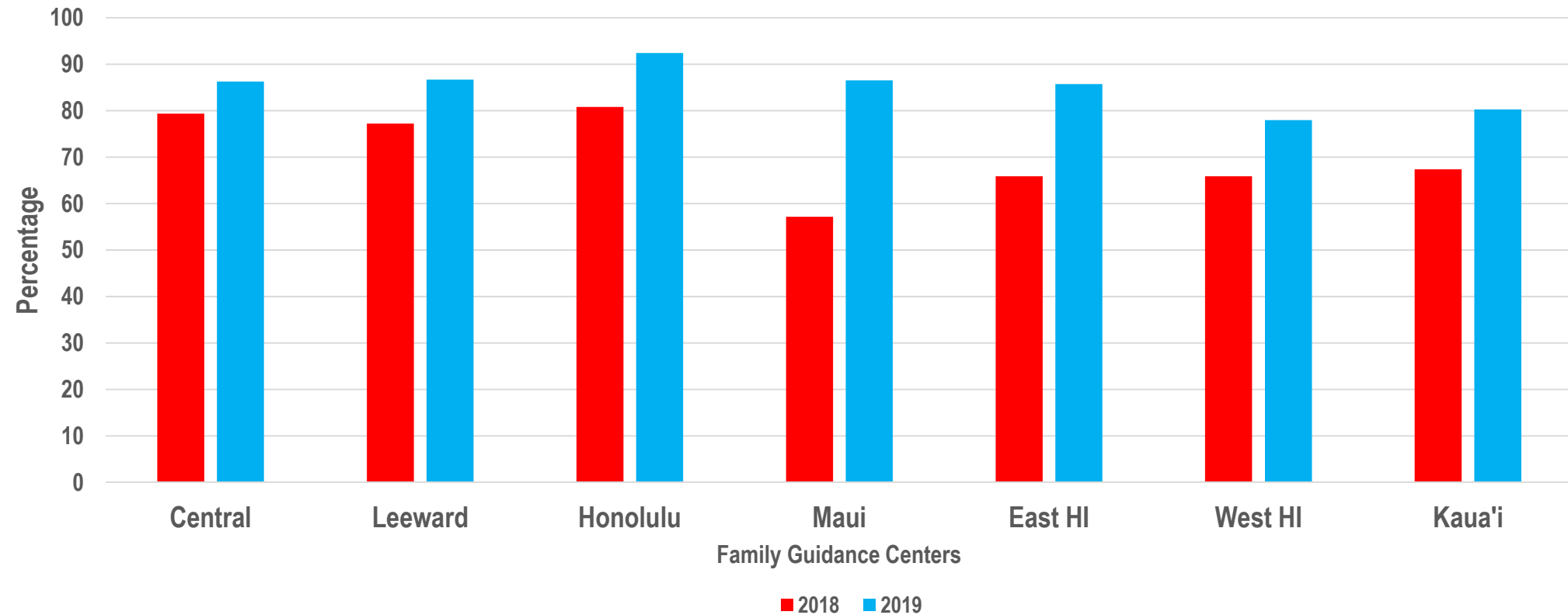
674

Surveys Returned

157

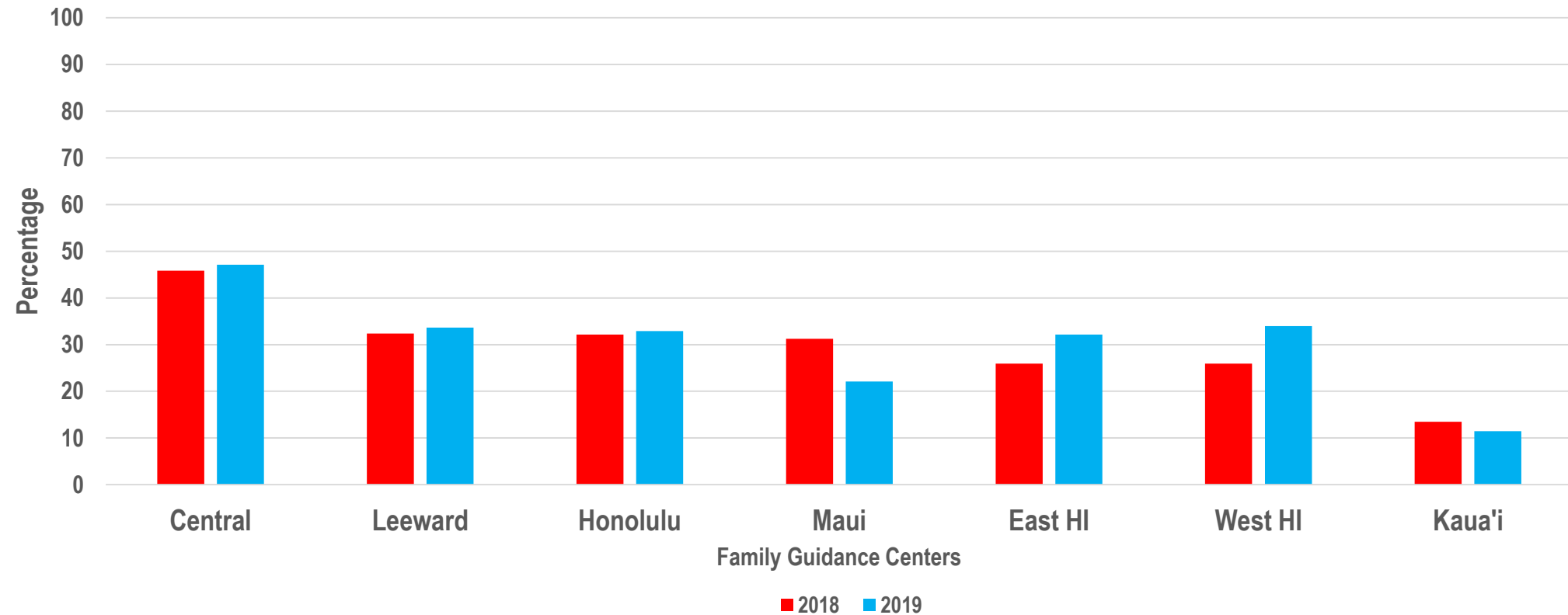
221

Distribution Rate



Note: East HI and West HI do not have separate information for 2018.

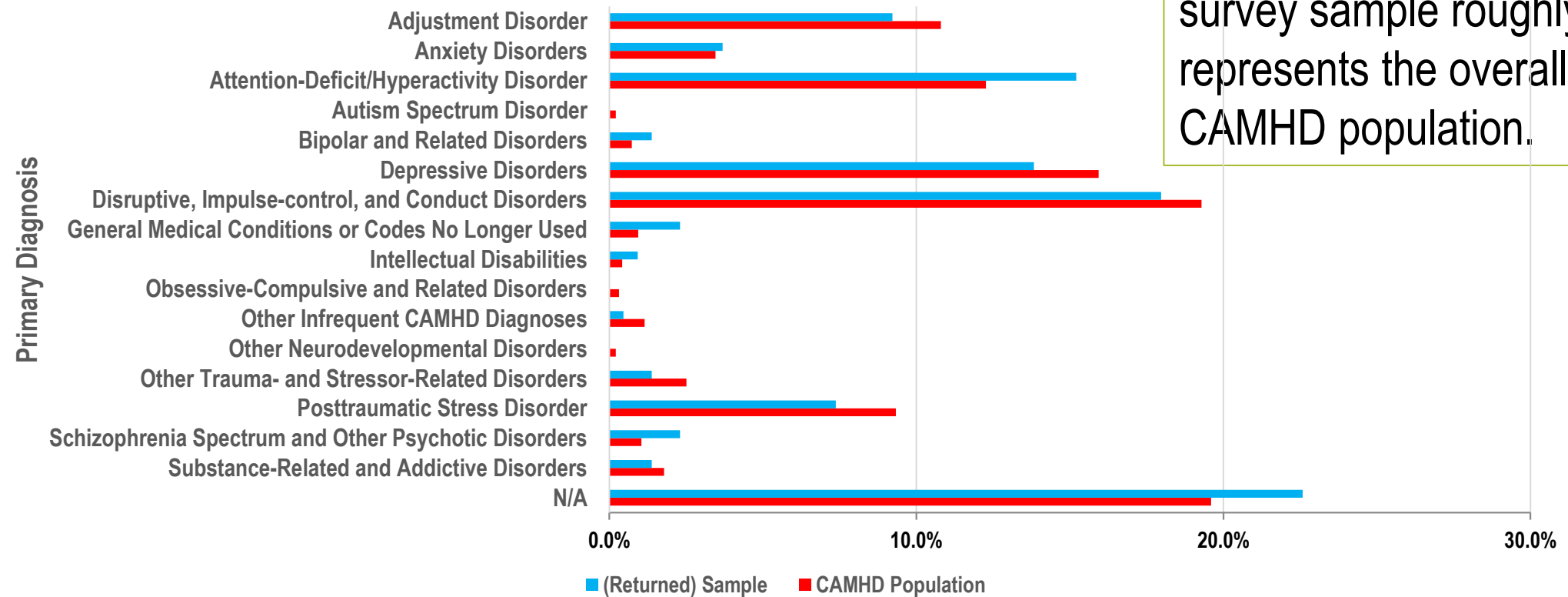
Response Rate



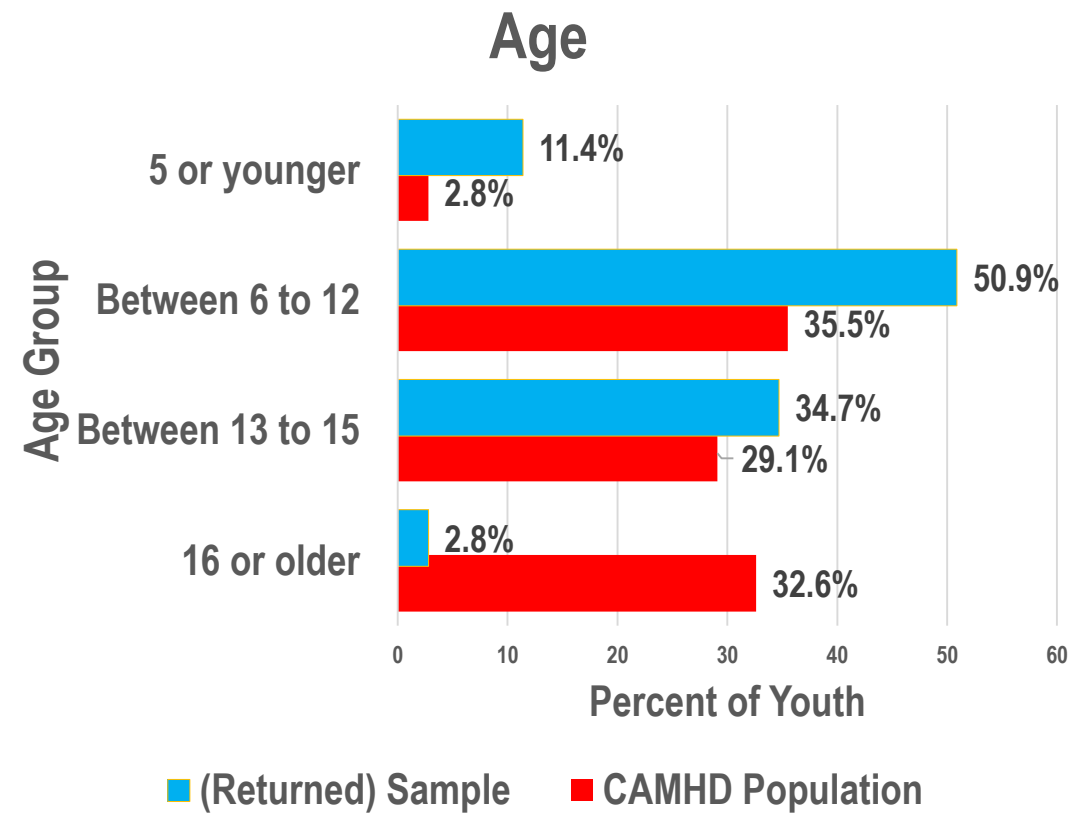
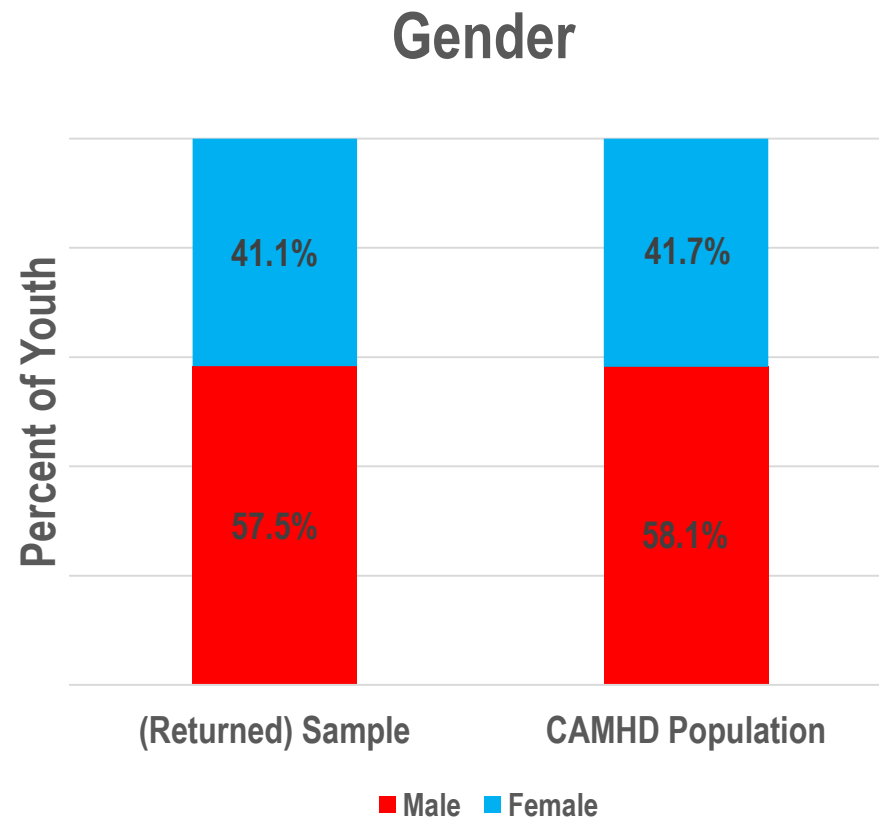
Note: East HI and West HI do not have separate information for 2018.

Sample Representativeness (n=218, N=955)

Diagnostic Category



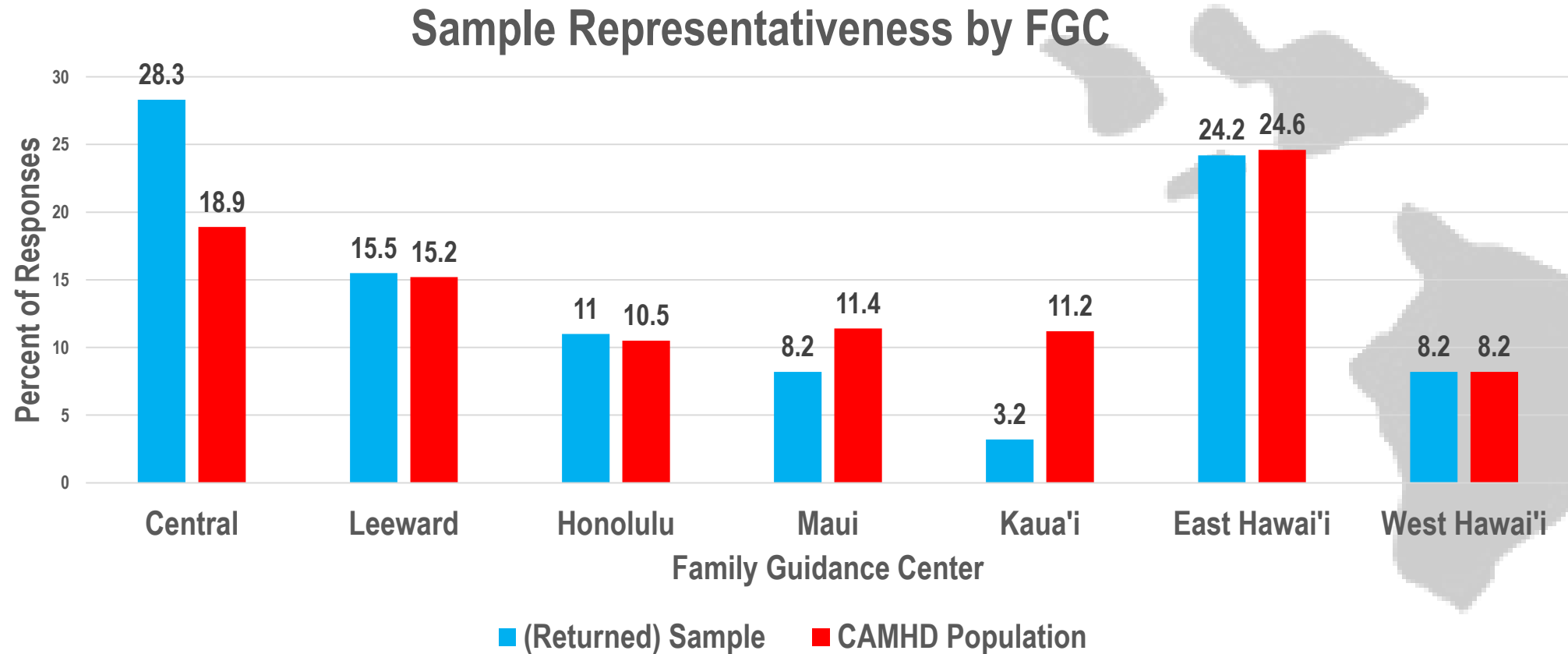
Sample Representativeness (n=219, N=954)



What do we see? The survey sample roughly represents the overall CAMHD population by gender, but not by age.

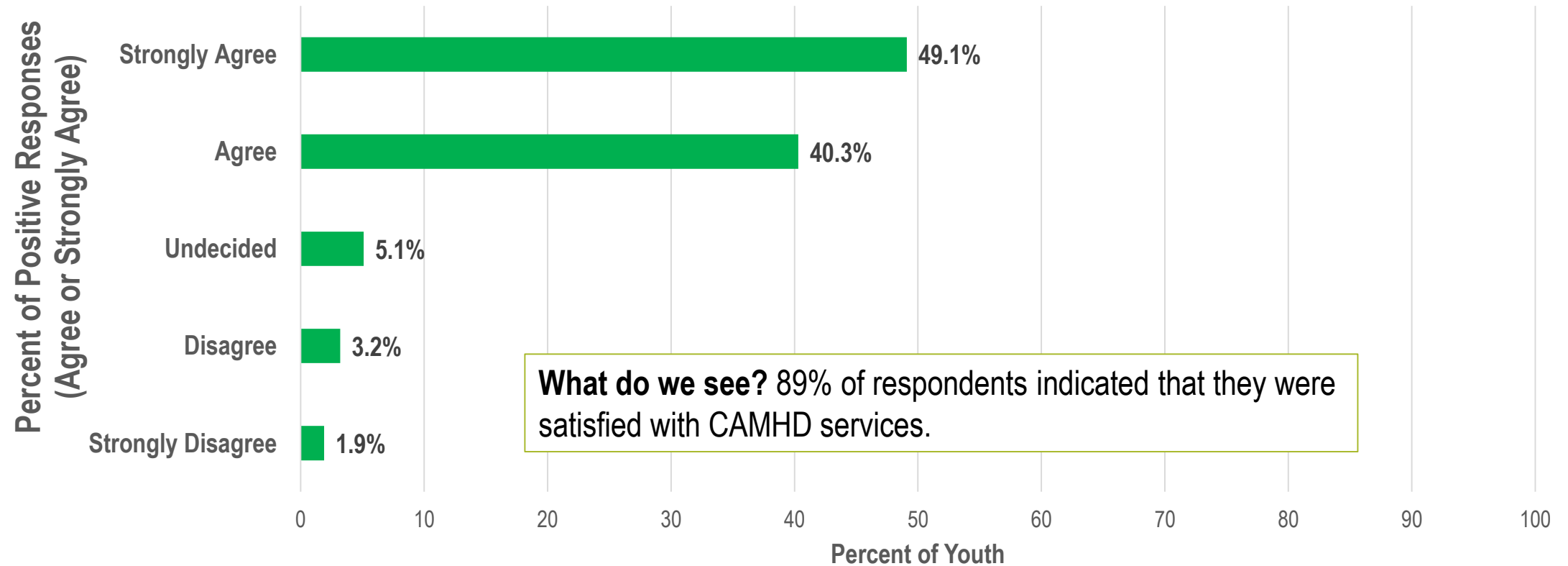
Sample Representativeness by FGC

What do we see? The response rate by FGC differs slightly from the actual distribution of CAMHD clients by FGC.



Overall Satisfaction (n=216)

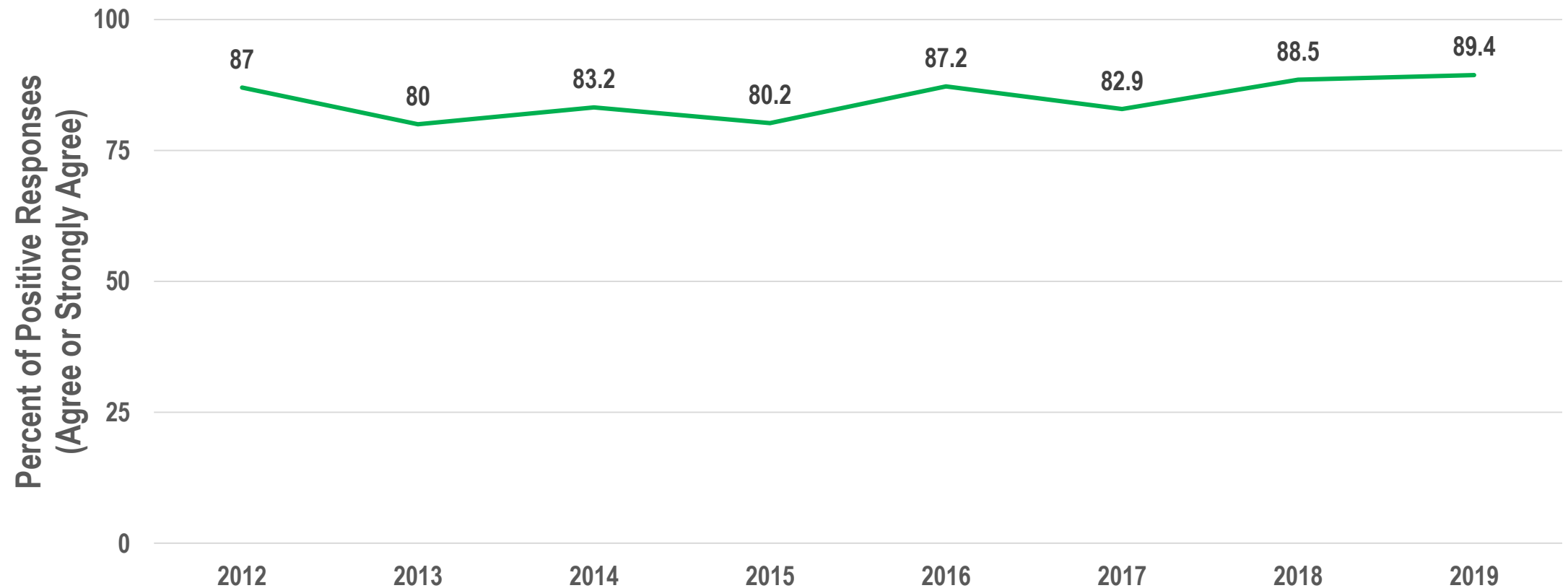
“Overall, I am satisfied with the services my child received.”



Overall Satisfaction

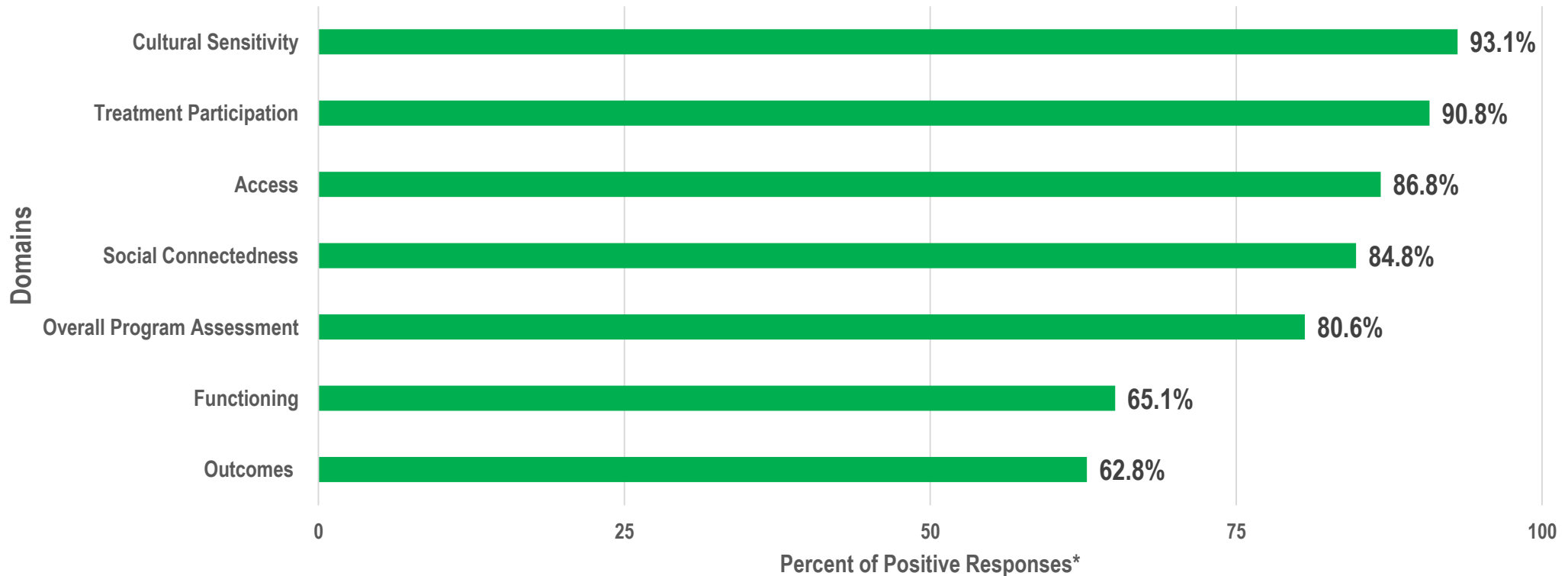
Percent of Positive Responses Since 2012

What do we see? The percent of positive responses on overall satisfaction was higher this year than in any of the past 7 years.



Domain Ratings (n=218)

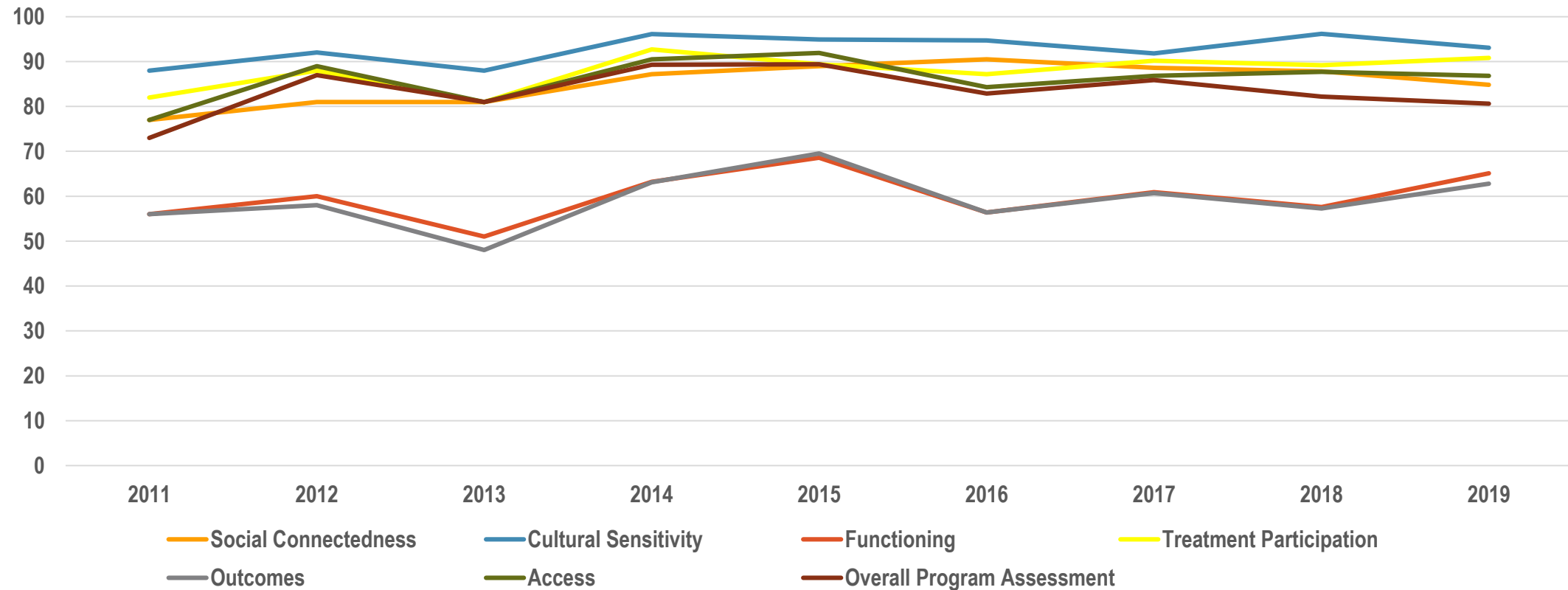
Percent of Positive Responses by Survey Domain



***Positive responses determined by a mean score of 3.5 or higher for all items within each domain. A five-point Likert-type scale was used for each item [i.e., 'Strongly Agree' (5), 'Agree' (4), 'Undecided' (3), 'Disagree' (2), or 'Strongly Disagree' (1)].**

Domain Ratings

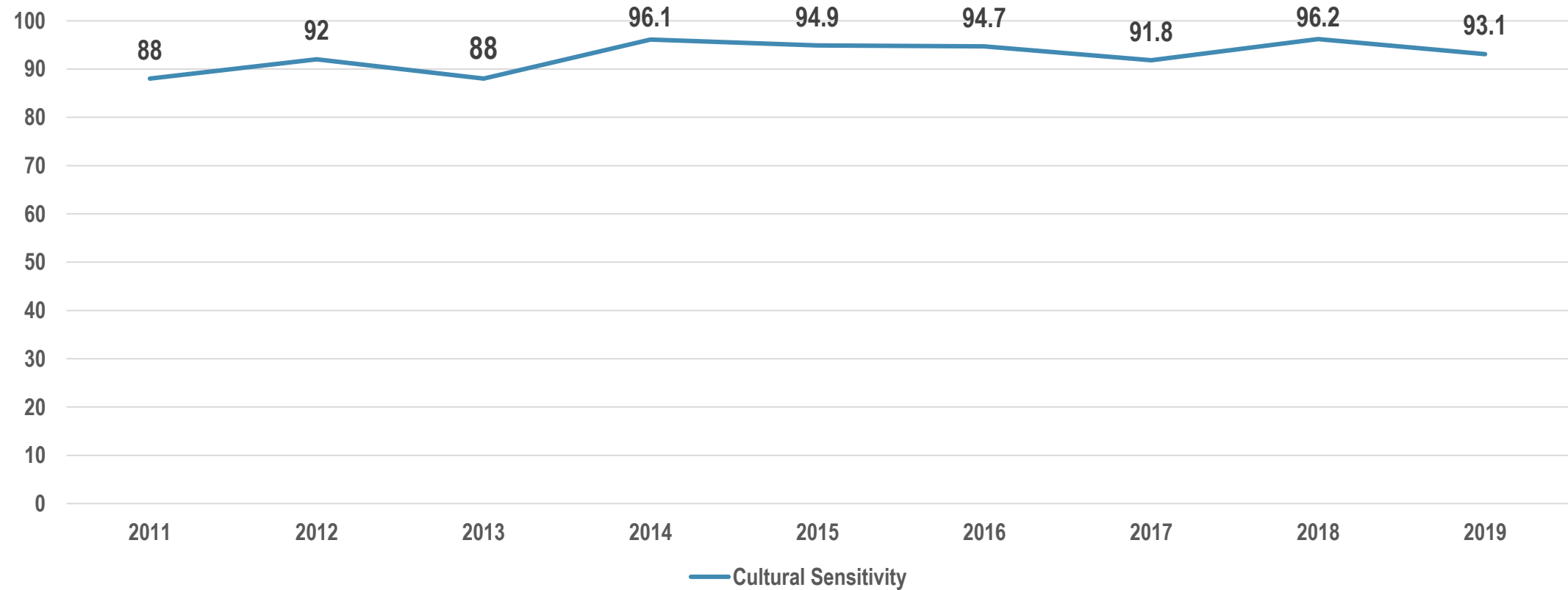
Percent of Positive Responses Since 2011



Domain Ratings

Positive Responses on Cultural Sensitivity Since 2011

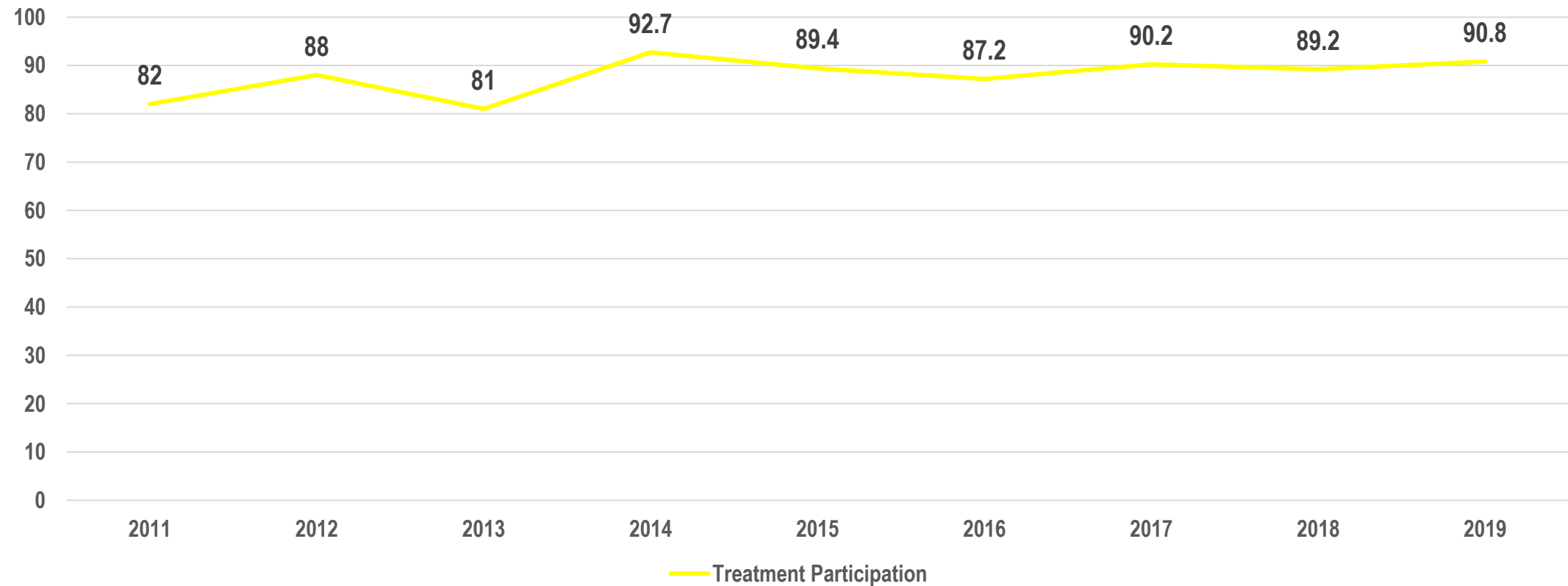
e.g., “Staff were sensitive to my cultural/ethnic background.”



Domain Ratings

Positive Responses on Treatment Participation Since 2011

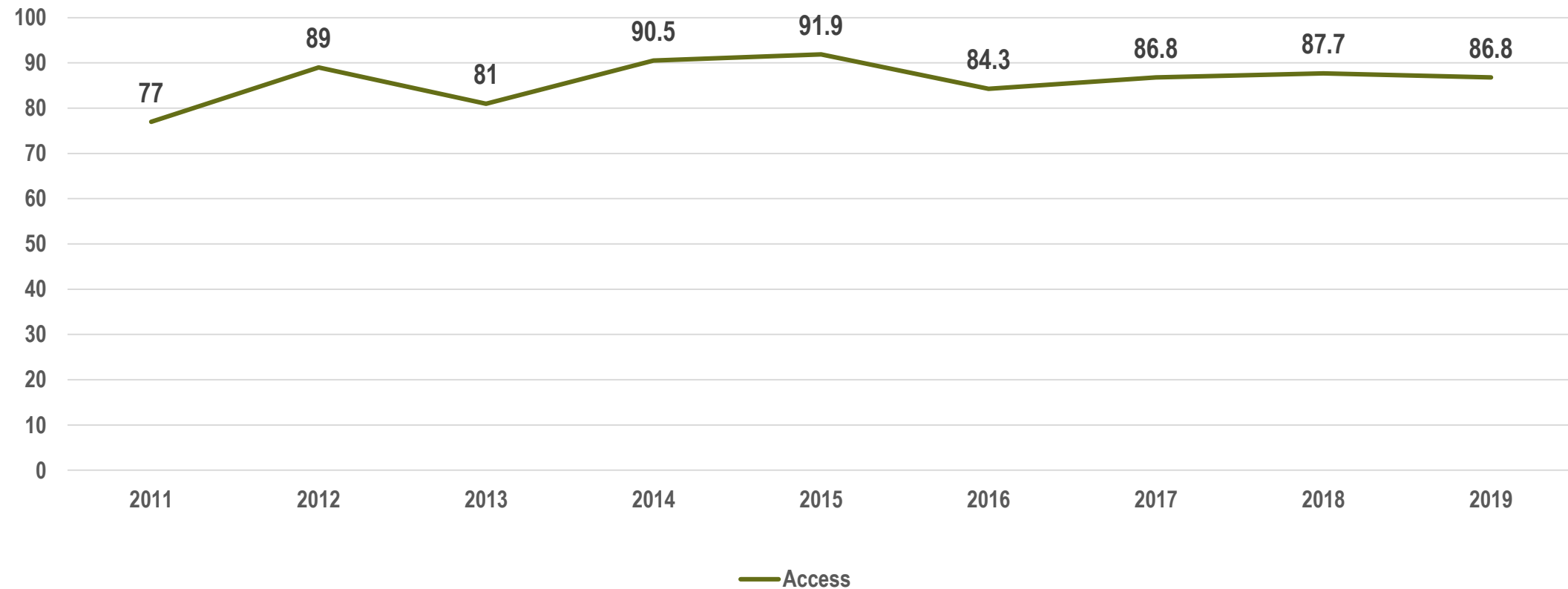
e.g., “I helped to choose my child’s treatment goals.”



Domain Ratings

Positive Responses on Access Since 2011

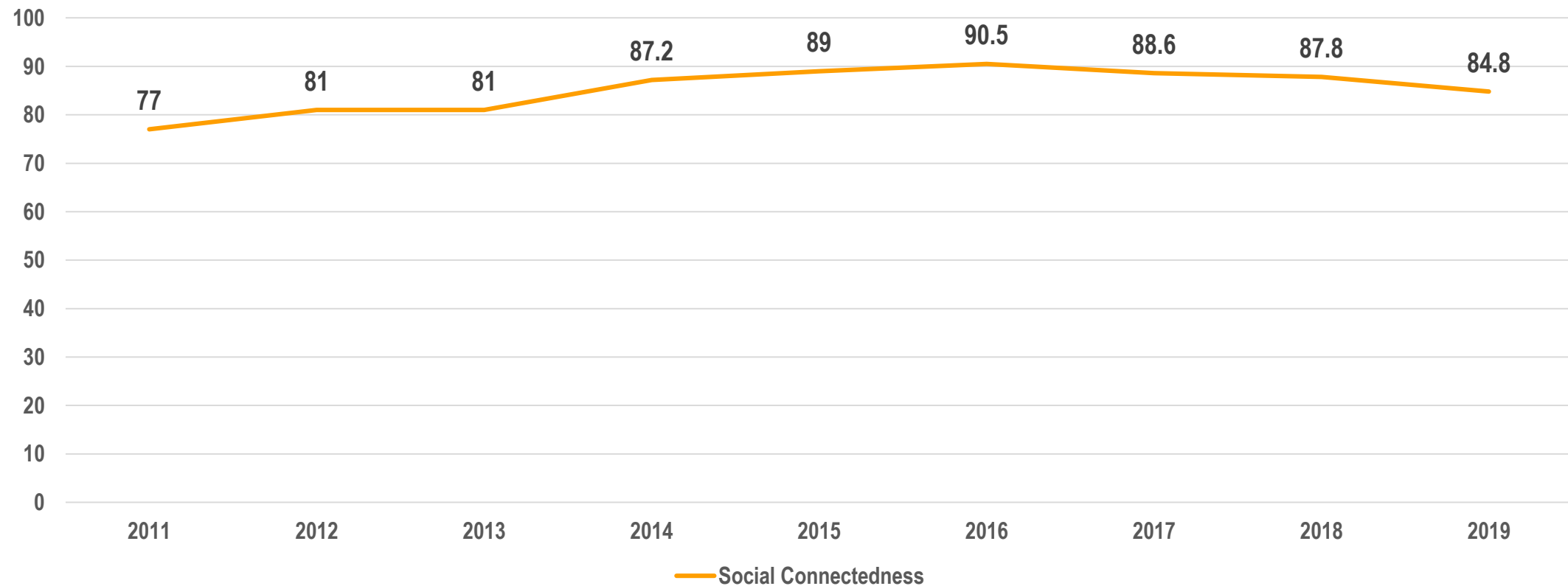
e.g., “Services were available at times that were convenient for us.”



Domain Ratings

Positive Responses on Social Connectedness Since 2011

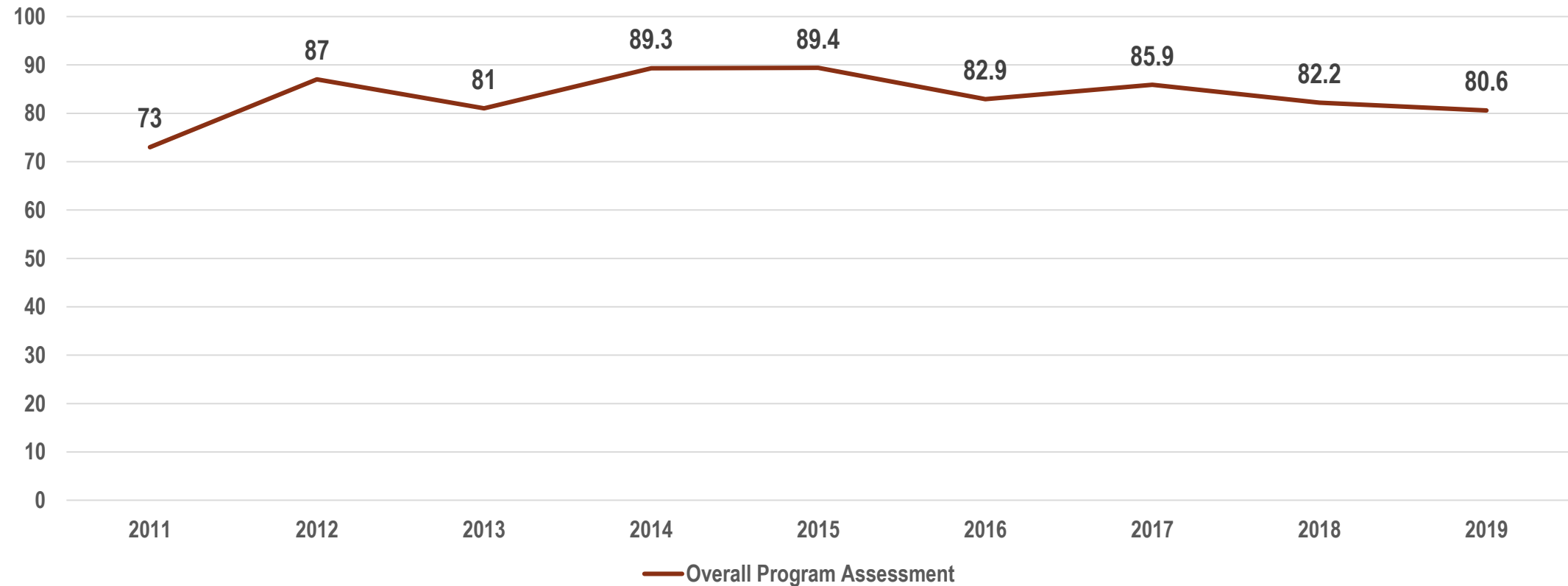
e.g., “In a crisis, I would have the support I need from family or friends.”



Domain Ratings

Percent of Positive Responses on 'Overall Program Assessment' Since 2011

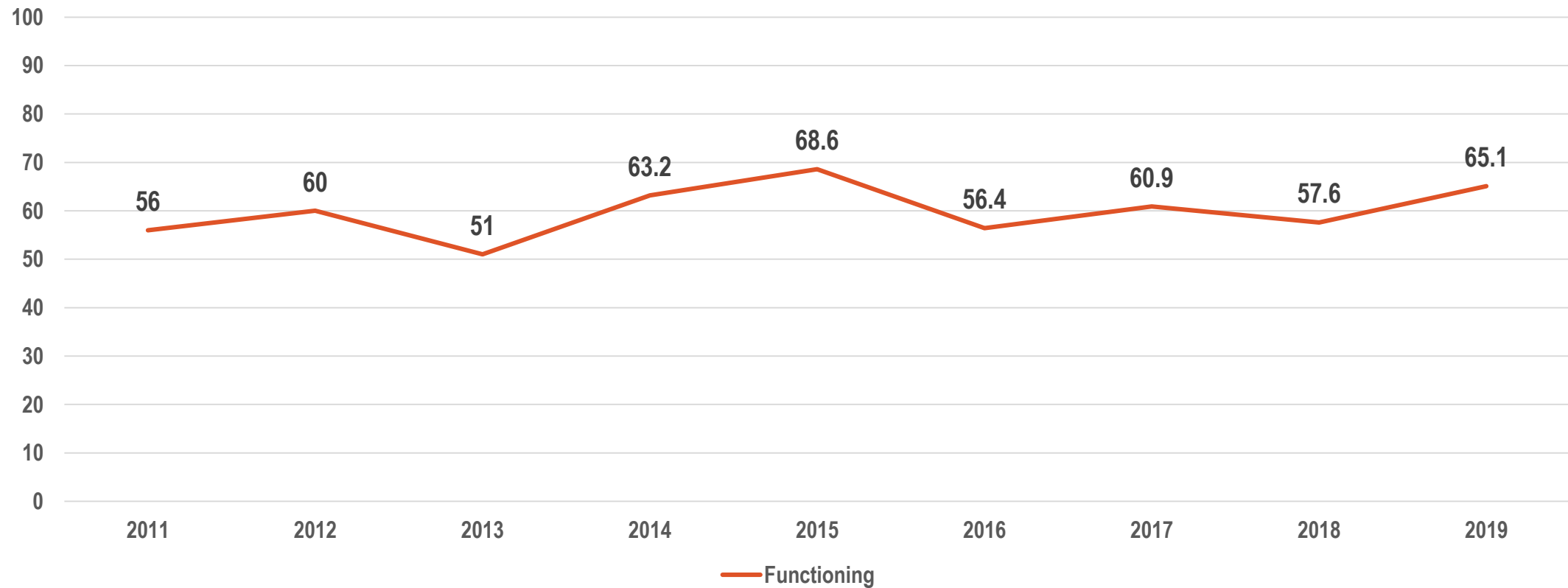
e.g., “My family got as much help as we needed for my child.”



Domain Ratings

Positive Responses on Child Functioning Since 2011

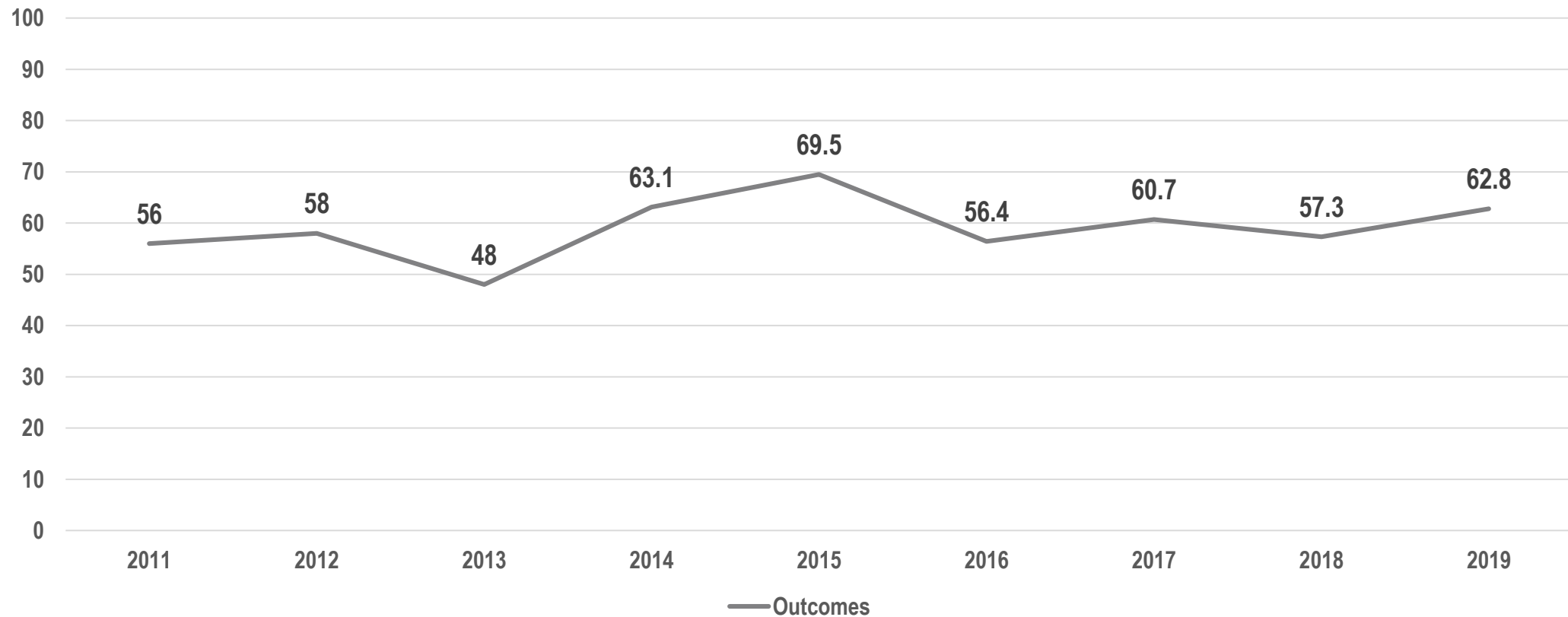
e.g., “My child is better able to do things he or she wants to do.”



Domain Ratings

Positive Responses on Child Outcomes Since 2011

e.g., “I am satisfied with
our family life right now.”



Items with the HIGHEST and LOWEST Scores of Agreement on the YSS-F (1=Strongly Disagree;

5=Strongly Agree)

HIGHEST Scores of Agreement

1. Staff treated me with respect (M=4.59)
2. Staff spoke with me in a way that I understood (M=4.58).
3. Staff were sensitive to my family's religious/spiritual beliefs (M=4.49).

LOWEST Scores of Agreement

1. My child is better able to do things he or she wants to do (M=3.69).
2. I am satisfied with our family life right now (M=3.66).
3. My child is better able to cope when things go wrong (M=3.64).

Qualitative Responses

“What service has been the most helpful to you and your child and what is it about that service that has been so helpful?” (n=202)

Therapy General

(n=41, 20%)

- “The services equipped me with the tools & skills that have greatly impacted our lives.”

General Home Therapy

(n=38, 19%)

- “In home services - my child feels more comfortable in his own environment.”

Specific Therapist

(n=21, 10%)

- “_____ connected well with _____ and was able to address & identify his concerns/needs”

Specific Service or Therapy

(n=20, 10%)

- “TFH; the timely manner in which it was identified. The care coordinator was able to find a family home in which the child was most comfortable.”

Qualitative Responses

“What would improve the services offered through Hawaii’s Child and Adolescent Mental Health Division?” (n=160; NOTE: 46% percent of responses were positive/neutral)

Increase Service Array

(n=20, 13%)

- “More residential treatment options for youth with severe emotional/behavioral issues”

Timeliness

(n=12, 8%)

- “Match up client with appropriate therapist sooner - not just any therapist. Initially our son was in such a bad way that we had to send him to the mainland as it took too long for DOH services”

More Available Therapy

(n=8, 5%)

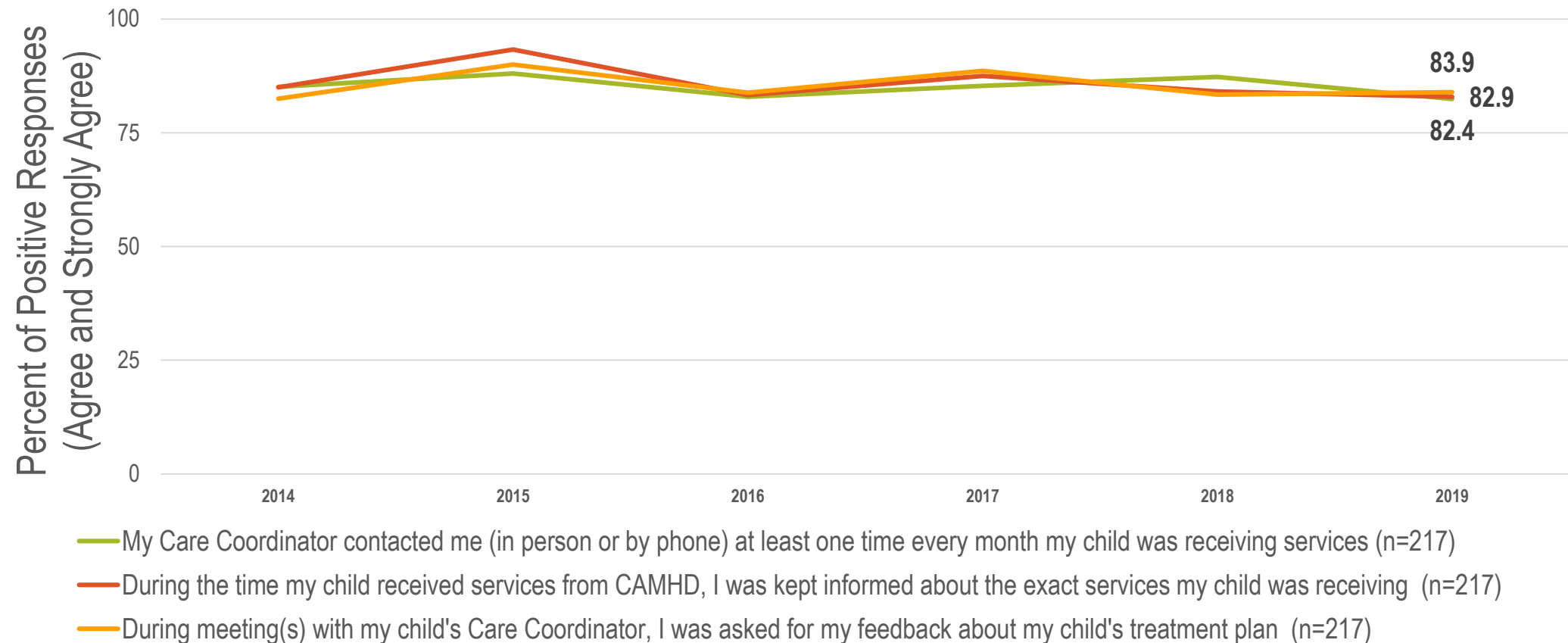
- “Having a therapist for all the minor children in home.”

Better Communication

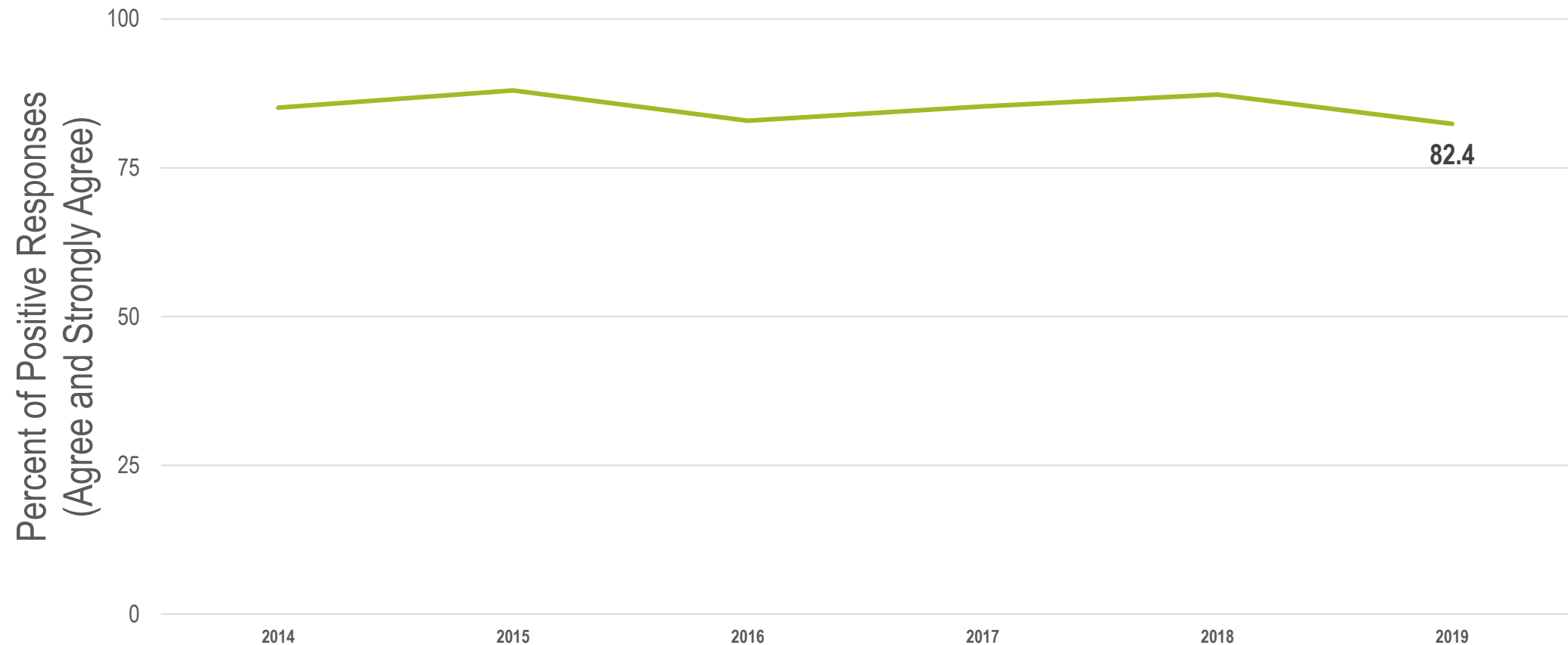
(n=8, 5%)

- “If all services were in sync with each other.”

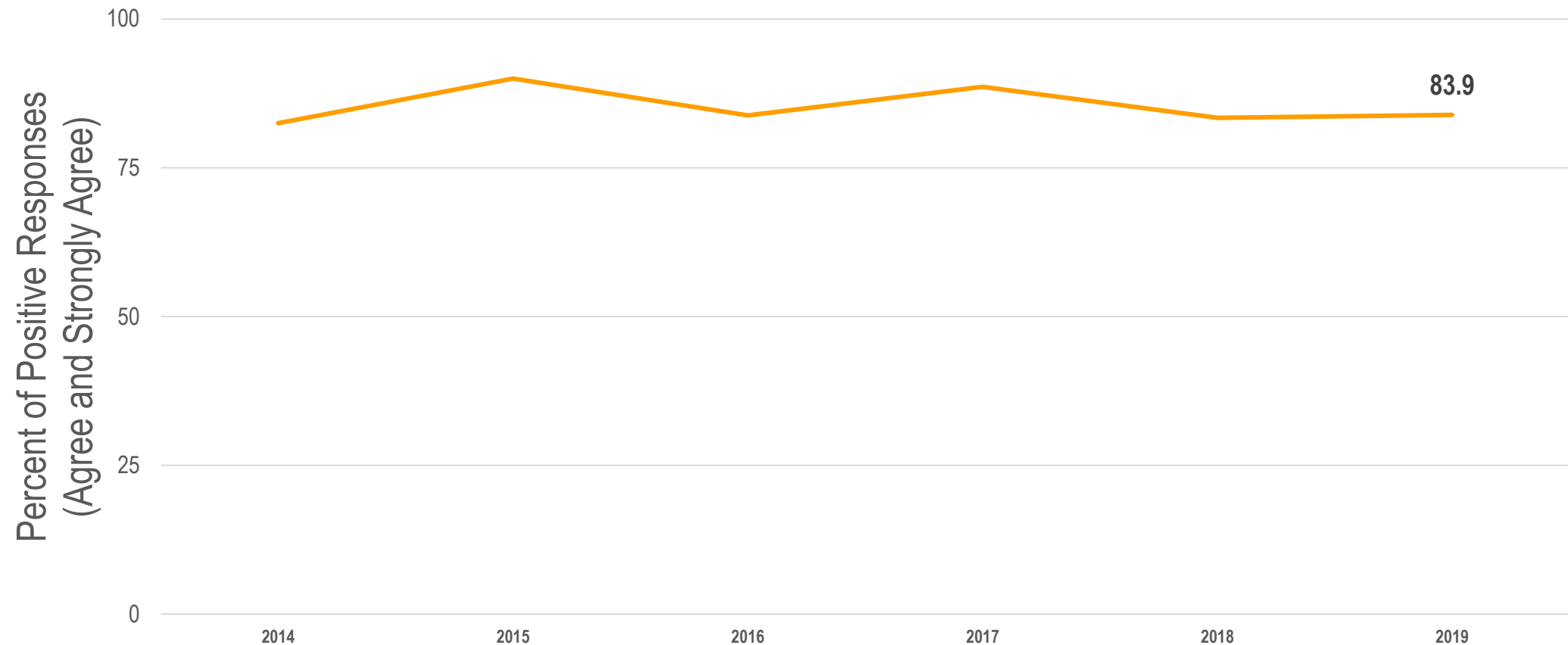
Communication with Care Coordinator (Percent of Positive Responses Since 2014)



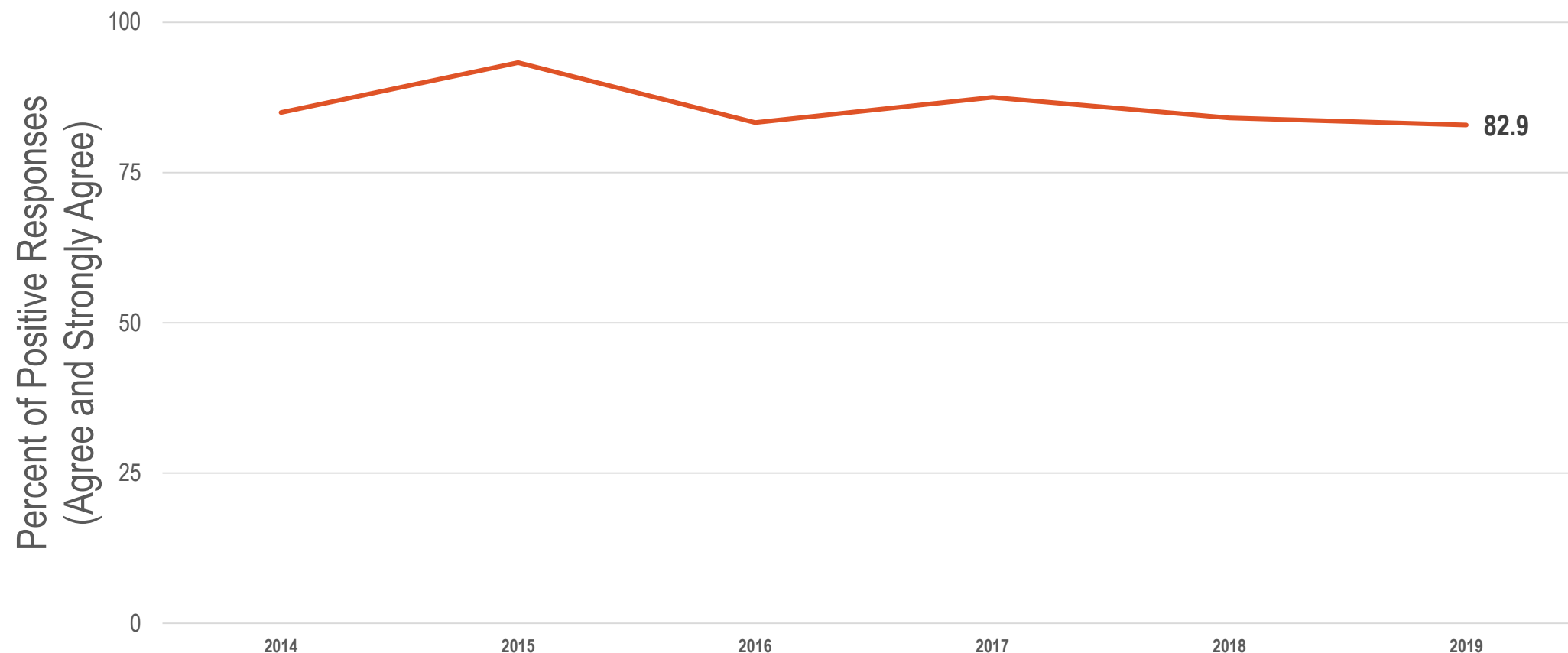
“My Care Coordinator contacted me (in person or by phone) at least one time every month my child was receiving services.”
(n=217)



“During meeting(s) with my child’s Care Coordinator, I was asked for my feedback about my child’s treatment plan.” (n=217)

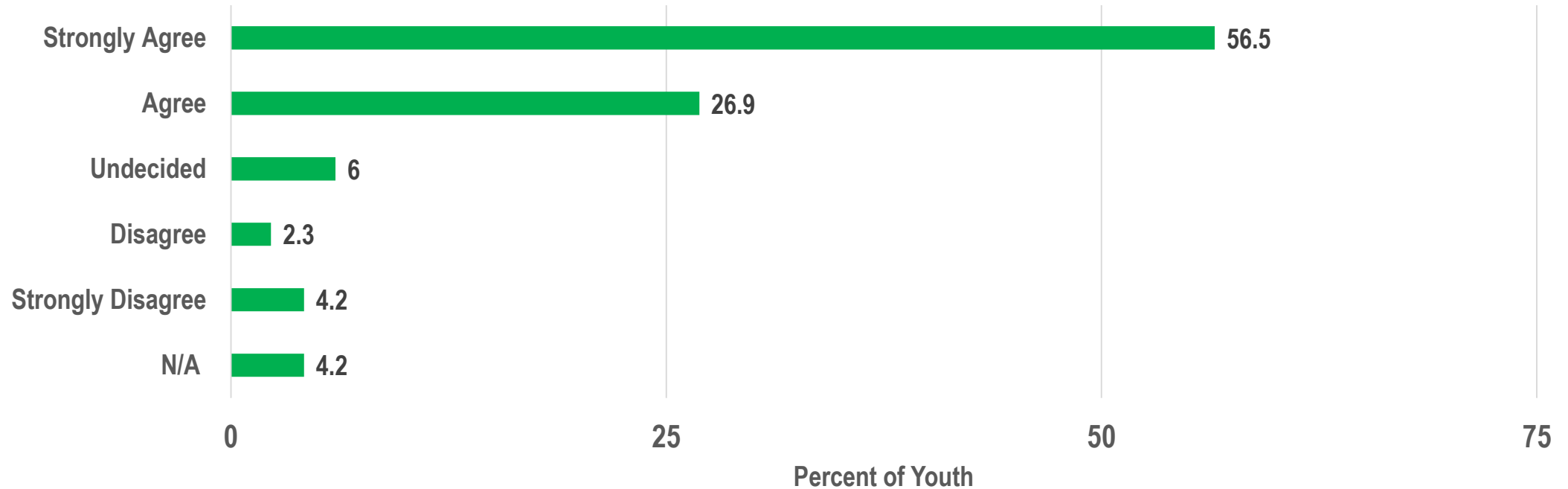


“During the time my child received services from CAMHD, I was kept informed about the exact services my child was receiving.”
(n=217)



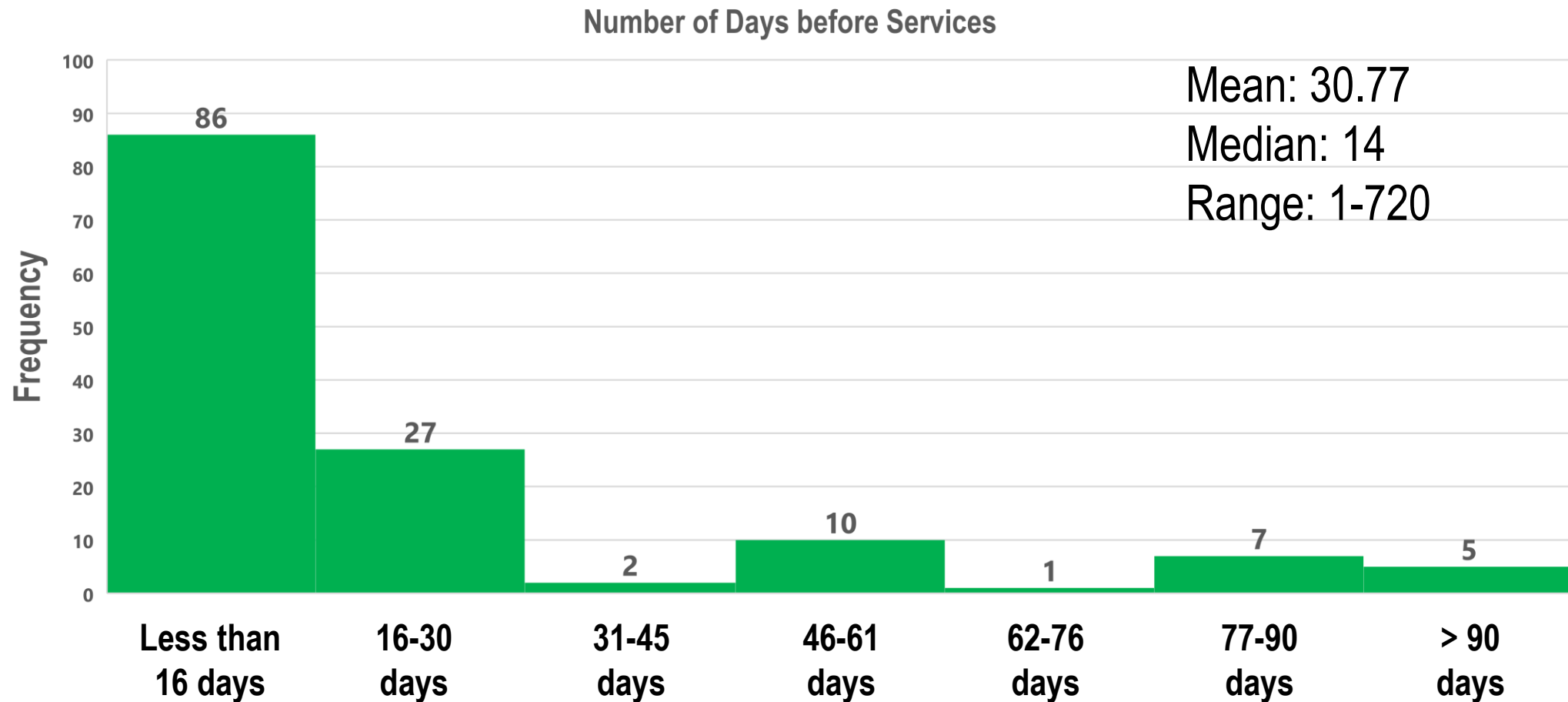
Communication with Care Coordinator

During the time my child received services from CAMHD, I felt supported by my Care Coordinator (n=217)



Timeliness

“Timely access to services is important to CAMHD. When you first began services with the CAMHD, about how many days did it take to start therapy sessions (use your best guess)?” (n=138)



Looking back to the start of treatment, what additional supports could have been helpful for you while you waited for therapy services to start?
(n=178)

Access to a website about how to help your child

24.7%

Respite care

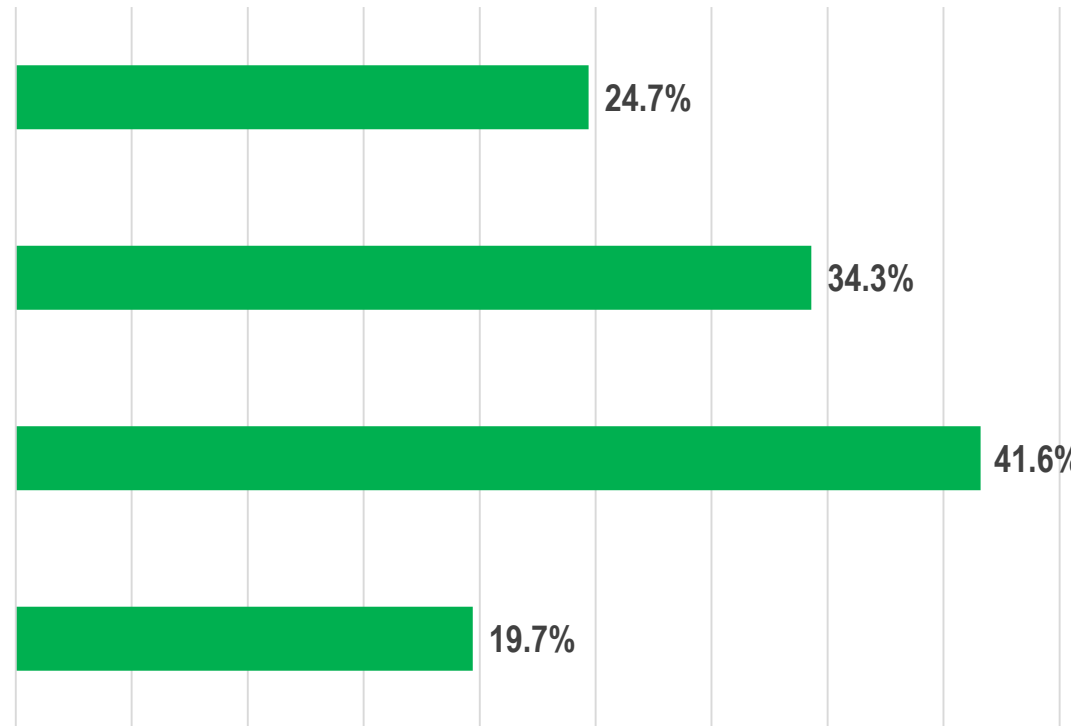
34.3%

Parent support group

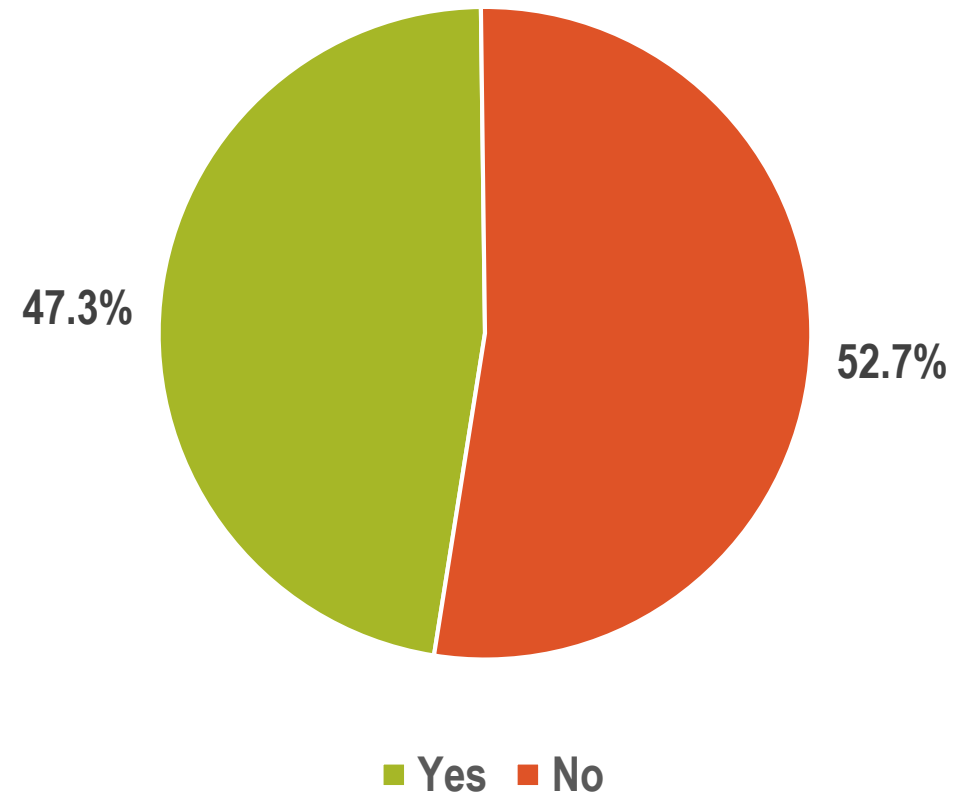
41.6%

Other

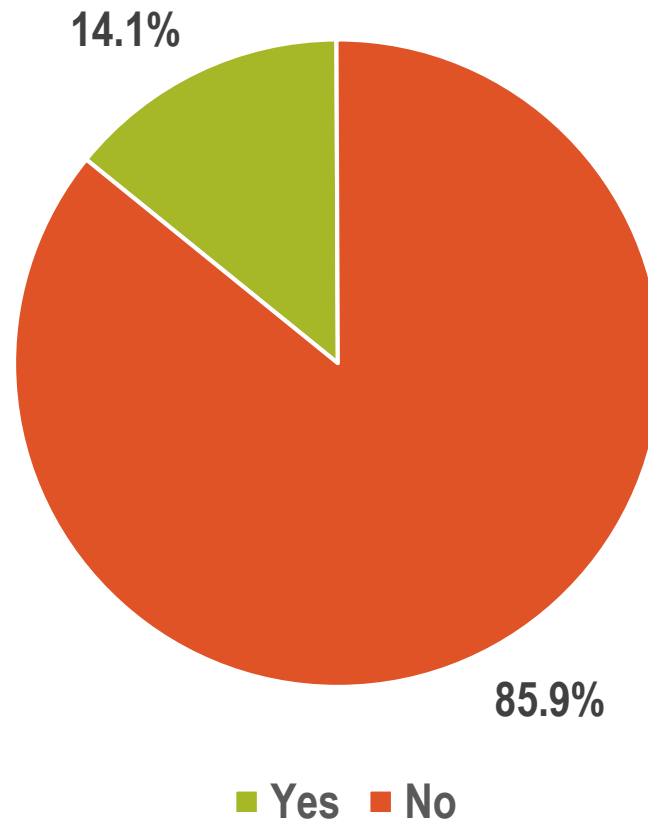
19.7%



During the last year, were you offered Parent Partner services?
(n=188)



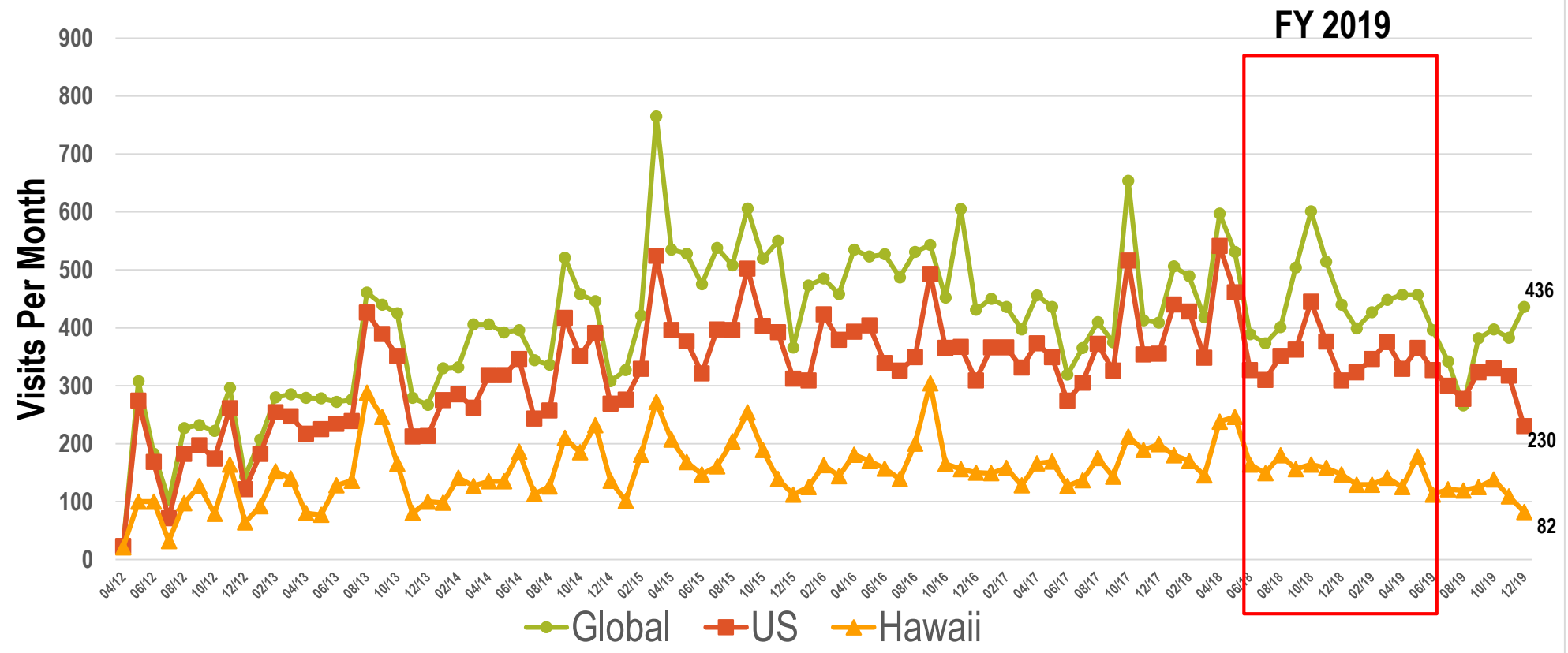
During the last year, did you access the Help Your Keiki website
(<http://helpyourkeiki.com/>) for information about services for your child?
(n = 199)



Help Your Keiki Website Visitors Flow

(<http://helpyourkeiki.com/>)

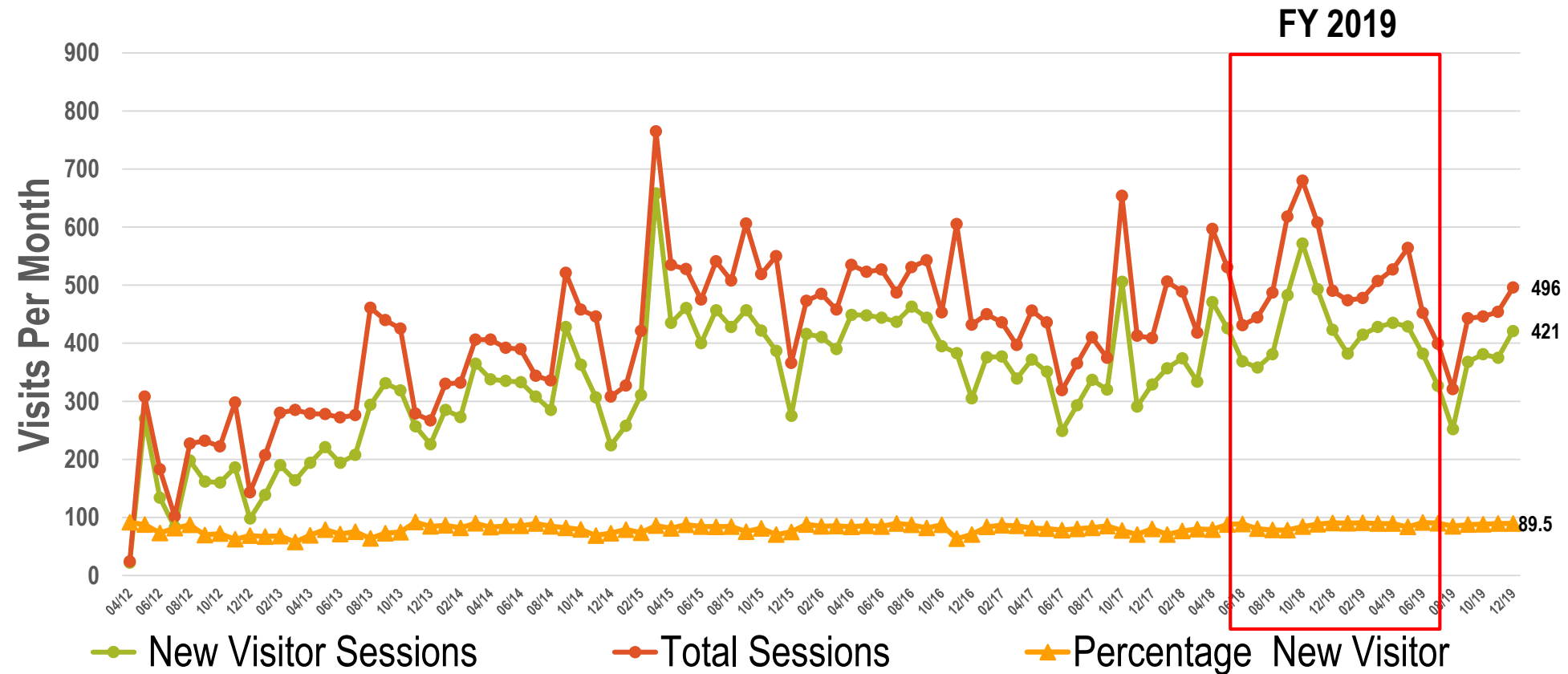
(April 2012 - December 2020)



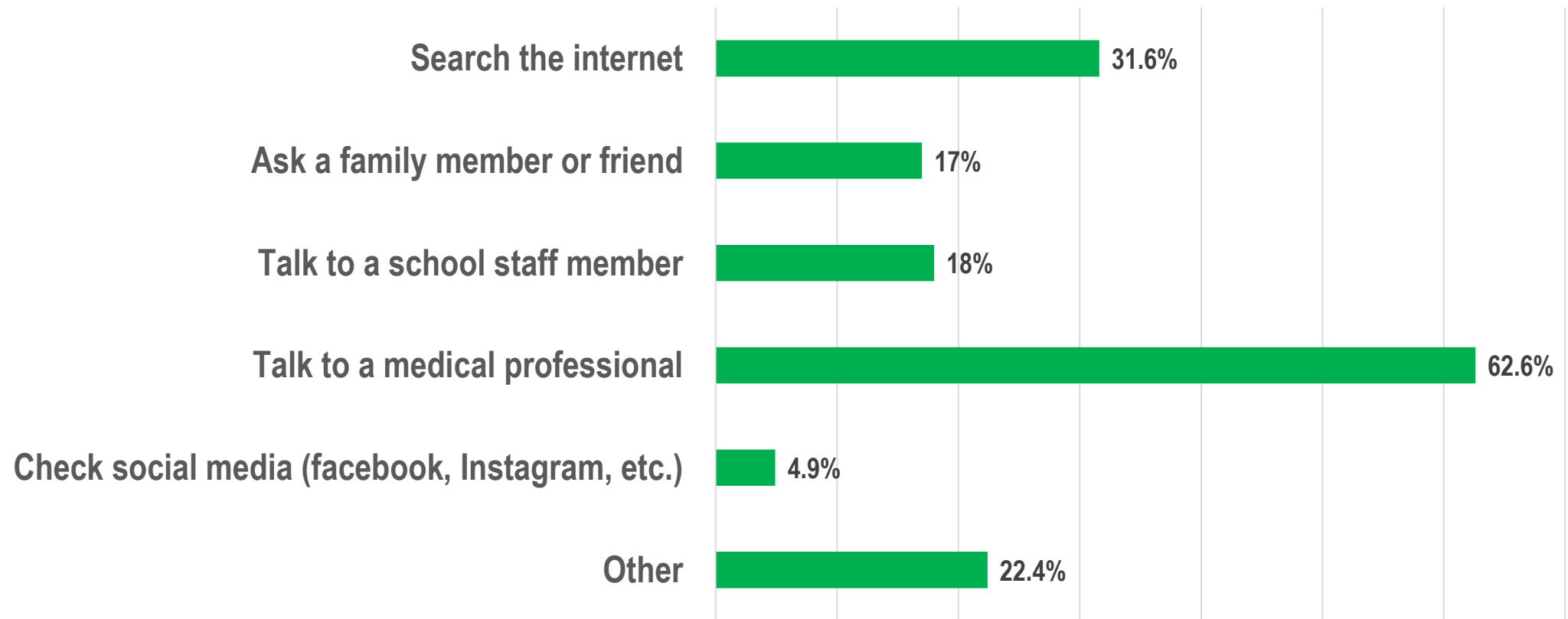
Help Your Keiki Website New Visitors Flow

(<http://helpyourkeiki.com/>)

(April 2012 - December 2020)



Where do you PRIMARILY go for information on children's mental health? (n=206)



Caveats

- Consumers were rating CAMHD services overall (which includes the services of contracted providers).
- Peak-End rule
- Yelp phenomenon
- Consumers might have been completing the survey during treatment services.

Summary

- Overall, consumers are satisfied with services (89%) and there has been an increasing trend of satisfaction in the last 7 years.
- Areas of strength
 - Higher distribution and response rates, relative to last year
 - Relatively high and stable scores (across time) on treatment participation and cultural sensitivity
 - Relatively high and stable scores (across time) on care coordinator communication (84% of respondents reported feeling supported by care coordinators)
 - Increasing scores on perceptions of functioning and outcomes
 - Lots of praise for therapy in general, the in-home nature of services, and specific services, therapists, and care coordinators
 - At least 50% of consumers reported that therapy sessions began in 14 days or less
 - Relative to last year, access of the Help Your Keiki website increased

Summary

- Opportunities for improvement
 - Perceptions of functioning and outcomes are relatively lower than other domains on the YSS-F
 - Compared to last year, there were relative decreases in satisfaction with access, social connectedness, and overall program assessment on the YSS-F
 - Consumers suggested that CAMHD services could be improved by: more available services, increased timeliness, increased intensity/availability of services, and improved communication between team members
 - Continually low rates of awareness of the Help Your Keiki website, despite the fact that ~30% of caregivers indicate that they search the internet for information on childrens' mental health and 25% of respondents reported that a website would be a helpful resource while they waited for therapy services to start.

Three Things to Work On

- Continue to improve timeliness and assess for areas of potential improvement within the workflow
- Continue to improve youth and family outcomes and functioning
- Increase awareness of the Help Your Keiki website and other resources (e.g., parent support) that might serve as a support while families wait for therapy services to start

MAHALO! QUESTIONS?

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Research, Evaluation & Training

Program Improvement & Communications Office